

the **Federal Register** concerning each proposed collection of information, including each proposed extension of an existing collection of information, before submitting the collection to OMB for approval. To comply with this requirement, the OCC is publishing this notice of the renewal of the following information collection:

Title: Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

OMB Control No.: 1557–0248.

Type of Review: Regular.

Affected Public: Businesses or individuals.

Frequency of Response: On occasion.

Burden Estimate:

Number of Respondents: 7,025.

Total Annual Burden: 2,850.

Description: This generic information collection request (ICR) provides a means to solicit qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Federal government's commitment to improving service delivery. Qualitative feedback is information that provides useful insights on perceptions and opinions but does not include statistical survey or quantitative results that can be attributed to the surveyed population. This qualitative feedback provides insights into customer or stakeholder perceptions, experiences, and expectations; provides an early warning of issues with service; and/or focuses attention on areas where communication, training, or changes in operations might improve delivery of products or services. It also enables ongoing, collaborative, and actionable communications between the OCC and its customers and stakeholders, while also utilizing feedback to improve program management.

The OCC's solicitations for feedback target areas such as timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues related to service delivery. The OCC uses the responses to inform and plan efforts to improve or maintain the quality of service offered to the public. If the OCC does not collect this information, it will not have access to vital feedback from customers and stakeholders.

Under this generic ICR, the OCC will submit a specific information collection for approval only if the collection meets the following conditions:

- It is voluntary;
- It imposes a low burden on respondents (based on considerations of total burden hours, total number of respondents, or burden-hours per respondent) and a low cost on both

respondents and the Federal government;

- It is non-controversial and does not raise issues of concern to other Federal agencies;

- It is targeted to solicit opinions from respondents who have experience with the program or will have experience with the program in the near future;

- It includes personally identifiable information (PII) only to the extent necessary, and the OCC does not retain the PII;²

- It gathers information intended to be used internally only for general service improvement and program management purposes and not intended for release outside of the OCC;

- It does not gather information to be used for the purpose of substantially informing influential policy decisions;

- It gathers information that will yield qualitative information and will not be designed or expected to yield statistically reliable results or used to reach general conclusions about the surveyed population; and

- Feedback collected provides useful information, but it does not yield data that can be attributed to the overall population.

If these conditions are not met, the OCC will submit an information collection request to OMB for approval through the normal PRA process.

The OCC will not use this type of generic clearance for the collection of qualitative feedback for any quantitative information collection.

As a general matter, these information collections will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature.

Comments: Comments submitted in response to this notice will be summarized and included in the request for OMB approval. All comments will become a matter of public record. Comments are invited on:

- Whether the collection of information is necessary for the proper performance of the functions of the OCC, including whether the information has practical utility;

- The accuracy of the OCC's estimate of the burden of the information collection;

- Ways to enhance the quality, utility, and clarity of the information to be collected;

² The OCC may retain PII only in limited circumstances and, if it does so, the OCC must comply with applicable requirements, restrictions, and prohibitions of the Privacy Act of 1974 and other privacy and confidentiality laws that govern the collection, retention, use, and/or disclosure of such PII.

- Ways to minimize the burden of the collection on respondents, including through the use of automated collection techniques or other forms of information technology; and

- Estimates of capital or start-up costs and costs of operation, maintenance, and/or purchase of services expended to provide information.

Dated: October 30, 2019.

Theodore J. Dowd,

Deputy Chief Counsel, Office of the Comptroller of the Currency.

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DEPARTMENT OF VETERANS AFFAIRS

Disciplinary Appeals Board Panel

AGENCY: Department of Veterans Affairs.

ACTION: Notice with request for comments.

SUMMARY: Section 203 of the Department of Veterans Affairs (VA) Health Care Personnel Act of 1991 revised the disciplinary grievance and appeal procedures for employees appointed under federal law. It also required the periodic designation of VA employees who are qualified to serve on the Disciplinary Appeals Board. These employees constitute the Disciplinary Appeals Board Panel from which board members in a case are appointed. This notice announces that the roster of employees on the panel is available for review and comment. Employees, employee organizations, and other interested parties shall be provided, upon request and without charge, the list of the employees on the panel, and may submit comments concerning the suitability of any employee on the panel list.

DATES: The names that appear on the panel roster may be selected to serve on a Disciplinary Appeals Board or as a grievance examiner after December 5, 2019.

ADDRESSES: Requests for the panel roster and written comments may be directed to: Secretary of Veterans Affairs, Department of Veterans Affairs, 810 Vermont Avenue NW, Washington, DC 20420. Requests and comments may also be faxed to (202) 495–5200. This is not a toll-free number.

FOR FURTHER INFORMATION CONTACT: Ms. Jennifer Hayek, Senior Employee Relations Policy Specialist, Employee Relations and Performance Management Service, Office of Human Resources Management, Department of Veterans

Affairs, 810 Vermont Avenue NW,
Mailstop 051, Washington, DC 20420.
Ms. Hayek may be reached at (440) 525–
5493. This is not a toll-free number.

SUPPLEMENTARY INFORMATION: Public
Law 102–40 and 38 United States Code
(U.S.C.) 7464(d) requires that the
availability of the roster be posted in the
Federal Register periodically, but not
less than annually.

Signing Authority

The Secretary of Veterans Affairs, or
designee, approved this document and
authorized the undersigned to sign and
submit the document to the Office of the
Federal Register for publication
electronically as an official document of
the Department of Veterans Affairs.
Pamela Powers, Chief of Staff,
Department of Veterans Affairs,

approved this document on October 28,
2019, for publication.

Dated: October 30, 2019.

Luvenia Potts,

*Regulation Development Coordinator, Office
of Regulation Policy & Management, Office
of the Secretary, Department of Veterans
Affairs.*

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